

Attendance Roles & Responsibilities

Attendance Officer Responsibilities

Time of the Day

Time	Working Type
Before School	Responsive
P1 and P2	Responsive
P3 and P4	Strategic
P5	Responsive
P6 and After School	Strategic

Start of Term

Title	Details	When	Frequency	Lead Stakeholder	Additional Stakeholders
Response to Data Report	Plan Strategy with SPL Attend YIMs to feedback next steps Capture Focus Groups data into report	Week 1 Monday YIMs ongoing	Termly	AO	SPL, DOLs KS3/4, YTLs, SACs, Safeguarding
FPN for holidays	AWA referrals	Week 1	Half termly	AO KS4	SACs AO KS3
Late warning letters	LA and school	Week 1	Half termly	AO KS4	AWA
LA Returns	Half termly figures Census checks	P3,4,6	Half Termly	AO KS4	NA
Focus groups	Allocation to groups Email relevant teams regarding rewards. Parental contact Upload on SIMs	P3,4,6	Half Termly	AO KS4	SAC AO KS3

Daily



Title	Details	When	Frequency	Lead Stakeholder	Additional Stakeholders
Unplanned Absence	Voicemails in Attendance Office GO updates Direct Emails Red Flag second calls	Before School, P1,2	Daily	AO	NA
Paper registers	Updating SIMs Medical room, Music, PSB, and Activity Studio lists	Period 1 and 4	Daily	AO KS3/4	
Walk in lates	SIMs record Behaviour sanction onto SIMs	Throughout day	Daily	AO KS3	
Medical	Medical evidence SIMs logging Medical Evidence Filing via medical team	End of Day	Daily	AO KS3	
Home visits/Door Knocks	Identify Complete visits Update SIMS	Prep day before Before school P1 and 2	Daily	AO	Year Teams DOL Key Stage 4
DFE returns	TBC	TBC	TBC	TBC	TBC
Attendance Data update	Email to relevant staff with attendance for the day	End of day	Daily	AO	Pastoral Teams and SLT
Register Review	Check of N and O codes at the end of the day	P6 Before daily stats email	Daily	AO	SACs
Missing register email	Emailed and Distributed to HOFs hard copies	End of the day	Daily	AO KS4	
Fire Registers	Printing from SIMs and filing	P2	Daily	AO KS3	
Follow up calls	Phoning parents who we have not been able to reach	P5 (flexible based on numbers)	Daily	AO	

Weekly

Title	Details	When	Frequency	Lead Stakeholder	Additional Stakeholders
Tracker Meetings	Trackers generated and quality check	P3,4,5,6	Weekly on Monday	AO	SACs



	Actions				
Parental Meetings	Meeting prep Tracker Meetings PA AWA support Actions from TAC/EHA	P3,4,5,6	Weekly	AO	SACS/YTLs/ Safeguarding
AWA meeting	Referrals and case review Meeting bookings and actions Tracking and recording actions CME/EHE follow up	Friday P3	Weekly	AO	
Focus Groups	Communicate with parents Meet with Students Data tracking	P3,4,5,6	Weekly	AO	SACs
Attendance Tracker to YTLs	Share Attendance print outs for Tutors Tutor league to tutors	Monday for Tuesday Briefing	Weekly	AO KS3	SACs
Data records	Attendance stats trust school and sixth form Focus group tracker Weekly attendance stats	P3,4,5,6	Weekly	AO KS3	
Extended leave	Extended leave requests: forms, update spreadsheet and input onto SIMs Holiday Request meetings	P3,4,5,6	Weekly	AO KS3/KS4	Year Teams
Reduced Timetable Tracking & review	Review reduced timetable students & Maintain record of bespoke attendance provision	P3,4,5,6	Weekly	AO KS4	Year Team, AEN Team, Safeguarding team, PSB Team and SLT.
Dual registration tracking & review	Weekly contact with alternative provision	P3&4	Weekly	AO KS4	Year teams, SLT

End of Term

Title	Details	When	Frequency	Lead Stakeholder	Additional Stakeholders
-------	---------	------	-----------	------------------	-------------------------

AWA	Caseload review and referrals	P1,2,3,4,5 and 6	Half termly	AO KS4	
Home visit	Home visit priority list update	P3,4,5 and 6	Half termly	AO KS4	SSA's YTL's SAC's KS3 AO
Above and Beyond Recognition	Focus groups Rewards Pizza Party top form 100% Badges	P1,2,3,4,5 and 6	Half termly	AO KS4	YTL's, SACs, Tutors AO KS3
Filing	Medical Appointments Late sheets	P3,4,5 and 6	Half termly	AO KS3	Medical team
Data Records	Weekly stats Focus Group Stats	Strategic periods	Half termly	AO KS3	

Ad Hoc

Title	Details	When	Frequency	Lead Stakeholder	Additional Stakeholders
DfE/LA Communication	Attendance queries regarding policies, procedures and any new guidance.	ADHOC	ADHOC	A.O KS4	SLT
Amending Attendance Policy	Amending attendance policy depending on current guidance. Creating an easy read overview of any addendums.	ADHOC	ADHOC	A.O KS4	SLT
Data queries	Census Governors SLT LEA/DFE	ADHOC	ADHOC	AO KS4	SLT
Maintaining On Roll record	SIMs record Spreadsheet tracker	ADHOC	ADHOC	AO	SLT, Data Team
EHA	EHA for students with Attendance concerns and supporting year teams where necessary.	P3,4,5,6	ADHOC	A.O	YTLs, SACs, Safeguarding
Support Staff Absence	Cover SAC roles	ADHOC	ADHOC	A.O/SSA	Year Teams



CME	Contact CME regarding student absence; form and email relevant team	ASAP	ADHOC	A.O KS4	A.O KS3, Year Teams and Safeguarding team
Off roll procedure	Contact relevant teams	ASAP	ADHOC	A.O	Year Team, Data Team and Admission Team.
Elective Home Education procedure	Contact relevant teams in LBTH	ASAP	ADHOC	A.O KS4	Year Teams
Attendance Audit	LBTH/Pre-OFSTED/School	ADHOC	ADHOC	A.O	Year Teams and SLT
Parent Communication strategy	Parent Forums	Week 2/3	Half Termly	AO KS4	Parent Liaise Officer and Year Teams

Daily timeline

Time	Task	Brief
8am	Morning Door Knocks	Attendance Officers and Pastoral staff conduct morning door knocks to key PA and Vulnerable pupils to support with attendance – ideally only a door knock to ensure the students is up and getting ready for school and not an extended visit
8.30am	Checking voicemails and emails	The Attendance Officer checks all voice messages and emails relating to lateness and absence, which must be logged onto SIMS using the comments feature. Absent messages should be converted to N codes for Year Teams to be able to view during their N code checks who will then turn them to the correct coding.
8.51am	Pre-9am Late to School	The Attendance Officer greets late pupils providing a warm welcome but also challenging why they are late. Their planners are marked with a late stamp to signify they have been given a 1-hour detention. From 8:50 – 9am they receive a normal present mark on the register.
9am	Post-9am Late to School	Lessons begin at 9am and pupils arriving post-9am are to receive L codes for their AM mark and Period 1, along with a 'Late to School' sanction. Where parents have left a note explaining the reason for lateness the pupil may not receive a sanction.
9.10am	Missing Register checks	Attendance Officer to check which AM/Period 1 registers have not been submitted and to inform/email relevant teachers' importance of completing their registers. This includes any trip or intervention registers have been s
9.10am	N code check	Once all registers are submitted and late pupils are marked in with an L code, Attendance Officers, and Year Teams check which pupils are absent.



9.10am	Absent calls	Year teams and Attendance Officer begin to make absence calls to parents enquiring about the reasons for their child's absence and advising based on the individual child's circumstance and context of absence. For example, if a child has a headache, they are expected to come into school after a short period of rest while drinking plenty of fluids and Paracetamol. Our medical teams are informed to monitor the child if they need to visit the medical room. Parents are also advised to encourage their child to attend school around any appointment. For example, if their appointment is at 11 am, they are encouraged to attend Period 1 and 2 and leave for their appointment for 10.30am and then to return after the appointment. There is a protected time between 9:10 - 9:50am for Deputy Heads of Year to make this call and a sample script is available as part of the staff CPD with the idea to be empathetic but also provide appropriate challenge where needed.
9:50am	Fire registers	Print all registers in case of a fire evacuation and put them on clipboards so that they are ready
10.30am	Home Visits	Home visits are completed in priority order: • Vulnerable pupils • Pupils with 3 days of absence and no contact from parents • PA pupils • Pupils with 3 days of absent but contact made from families
2pm	End of day register and N code check	Once the registers for PM tutor time have been completed, the Attendance officers check all of the day absences and update the codes especially for pupils with still have N codes. A second round of calls should be made to try and reach parents who were not spoken to in the morning or during the home visits. Where possible, parents should be emailed. End of day home visit and morning door knock lists created
3pm	Email to SLT and Pastoral team attendance email	The Attendance Officer emails end of day attendance data and key notes to SLT's and Pastoral team informing them of the attendance percentage and any key notes such as the number of pupils with absent marks and students requiring homes visits the next day.
End of day	Medical notes storage	Log any medical evidence received on SIMS and share copy with medical team

Other Staff Responsibilities

Form Tutors:

- Ensure that registers are taken promptly and accurately
- Share each student's attendance percentage with their tutees on a weekly basis
- Regularly promote the importance of good attendance and progress towards the tutor group competitions
- Speak to students who have been absent the previous day to welfare check them

Student Achievement Co-ordinators:

- Actively seek out students who have been absent the previous day to check on them during duties
- Be the first point of contact for all attendance queries for students and parents in the cohort
- Complete daily attendance calls
- Liaise with the Attendance Officer regarding students in need of a home visit
- Complete home visits
- Attend weekly attendance tracker meetings and complete associated actions
- Lead stage 2 meetings
- Lead the cohort focus group meetings

Year Team Leaders

- Use all cultural platforms to consistently reinforce the importance of good attendance
- Provide oversight of the Student Attendance Coordinator responsibilities through line management
- Lead pastoral support plans for students who are severely absent

Director of Pastoral Care Responsibilities

- Lead on the development, implementation and evaluation of the school attendance policy, systems and processes. and strategy to improve attendance and punctuality.
- Oversee all attendance based school interventions and evaluate their effectiveness
- Oversee all data tracking systems
- Keep up to date with the latest research and wider educational landscape on attendance and share this with colleagues
- Provide staff with high quality CPD
- Line Manage the Attendance officer
- Build effective partnerships with external services such as the Local Authority Attendance and Welfare service.